



Department of Medical Assistance Services  
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[www.dmas.state.va.us](http://www.dmas.state.va.us)

# MEDICAID PROVIDER MANUAL UPDATE

**TO:** All providers participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid recipients, and all holders of the Virginia Medicaid Provider Manuals

**UPDATE:** GEN1 01-03

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services

**DATE:** 8/15/2003

**SUBJECT:** Update to Chapter I of All Provider Manuals

The purpose of this memorandum is to notify you of changes to your provider manual. The attached table shows the changes to the manual. Please download the new pages to insert in your manual and retain the attached table.

The amendments to Chapter I, among other things, provide information related to the new Virginia Medicaid Management Information System (MMIS) and new information regarding other programs administered by DMAS.

Please review these changes carefully.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>.

## **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its provider manuals and Medicaid Memoranda on the DMAS website at [www.dmas.state.va.us](http://www.dmas.state.va.us). Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet, or would like a paper copy of a

manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

**“HELPLINE”**

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The “HELPLINE” numbers are:

|                |                 |
|----------------|-----------------|
| 786-6273       | Richmond area   |
| 1-800-552-8627 | All other areas |

Please remember that the “HELPLINE” is for provider use only.

Attachment (1)

**CHAPTER I**  
**REVISION CHART**  
**August 15, 2003**

**SUMMARY OF REVISIONS**

| <b>MANUAL<br/>SECTION</b> | <b>MATERIAL REVISED</b> | <b>NEW PAGE<br/>NUMBER(S)</b> | <b>REVISED PAGE(S)</b> | <b>REVISION<br/>DATE</b> |
|---------------------------|-------------------------|-------------------------------|------------------------|--------------------------|
| Chapter I                 | Entire Chapter          |                               | Entire Chapter         | 8/15/03                  |

**FILING INSTRUCTIONS**

| <b>MANUAL<br/>SECTION</b> | <b>DISCARD</b> | <b>INSERT</b>  | <b>OTHER INSTRUCTIONS</b> |
|---------------------------|----------------|----------------|---------------------------|
| Chapter I                 | Entire Chapter | Entire Chapter |                           |